



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending February 28, 2009

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For the month ending February 2009

Executive Summary

Kansas.gov is staying very busy and productive as the month of February has come to a close. Some of the high points for this month include:

~CDC Move Update – KIC and INK are working with legal counsel to modify necessary contract elements and to complete framework of operational transition plan for INK Executive Director approval.

~INK Funding Proposal – KIC is developing a tracking proposal for the INK Executive Director to monitor the INK Board's funding for assistance in offset of KIC maintenance (for \$200,000) approved in February 2009.

~Kansas.gov enabled Web 2.0 technology in the following areas:

- Facebook – Anyone can visit and “become a fan” of Kansas.gov at Facebook.com. Visitors are provided with opportunities to interact with state government online. Facebook helps extend the reach of state government by providing a platform in which Kansas.gov can exist for the sole purpose of exposing all Kansans to hundreds of online services.
- BlogSpot – Viewable to the public on Blogger.com, the Kansas.gov Blog will be updated regularly and will include web design tips, favorite links, Kansas stories and pictures, events, press releases and more. The blog will be used to further link the citizens of Kansas to their State and local governments.
- iPhone mobile – Access Kansas.gov directly from your iPhone at <http://www.kansas.gov/m/>. This mobile version of Kansas.gov is live in production and will be made available in other mobile platforms in the near future.

~Efforts continued against the Kansas Business Center initiative in the month of January:

- Held Phase II brainstorming session on February 11
- Conducted Steering Committee meeting on February 18
- Utilized Google Analytics to track site performance.
 - 194% increase in page views in comparison to soft launch.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.counts@www.kansas.org.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of February.

Contracts for Approval

Kansas Secretary of State (KSOS)

Kansas Secretary of State requests INK assistance for providing an online application that will allow business entities to reserve business entity names online. This is a fee service and revision to price charged.

Kansas Secretary of State (KSOS)

Kansas Secretary of State requests INK assistance for providing an online application that will allow the public to create businesses online. This is a fee service and revision to price charged.

Kansas Secretary of State (KSOS)

Kansas Secretary of State requests INK assistance for providing an online application that will allow the public the ability to perform Uniform Commercial Code (UCC) filings and searches. This is a fee service and revision to price charged.

Kansas Secretary of State (KSOS)

Kansas Secretary of State requests INK assistance for providing an online application that will allow the public to search and retrieve business entity information. This is a fee service and revision to price charged.

Kansas State Board of Examiners in Optometry (KSBE)

Kansas State Board of Examiners in Optometry requests INK assistance in amending the License Portal Electronic Government Service Contract to include a service to allow license holders the option to order and pay for replacement licenses. This is a fee service.

Kansas Board of Mortuary Arts (KBMA)

Kansas Board of Mortuary Arts requests INK assistance in providing an online data collection and payment portal service called KanForm. INK will develop, maintain, and enhance the online data collection and payment portal to conduct electronic commerce transactions. This is a fee service.

New Applications Deployed

The Kansas State Board of Examiners in Optometry (KSBE) launched its Online Licensing System (<https://www.accesskansas.org/ssrv-optometry/index.html>) with a backend system for licensee data management.

Applications in Development

Agency	Service	Targeted Deployment (Quarter)
KDHE	HOC Exam Application	Q1 2009
GOV	Grant Portal Phase 3	Q1 2009

KDOR	Homestead Refund Claim	Q1 2009
KSSBEO	Optometry License Portal	Q1 2009
KDHE	HOC Change of Address and License Replacement	Q1 2009
BOC	License apps and renewals	Q1 2009
KSBN	License Renewal 2008	Q1 2009
KSBEMS	Attendant License Verification	Q2 2009
KSBN	Promotional KANN Subscription	Q2 2009
KDHE	License Renewal Change Address Field Validation	Q2 2009
KIC	Centralized Application Manager	Q2 2009
COTA	Search Suite	Q3 2009
KIC	Subscriber Home Page	Q4 2009
KIC	Self Registration	Q1 2010

Project Change Requests

Agency	Service	Deployment (Month)
BSRB	License Renewal: Change Fee Structure	Jan-09
KDHE	HOC CRC Admin Orders Detail Report	Jan-09
SOS	KBC: (AOI, NR, NA) KBC upgrade	Jan-09
KSBHA	License Renewal Feb 09 Cycle Mods	Feb-09
SOS	RO/RA: Create image when user doesn't view	Feb-09
KSBEMS	Ambulance LR April 2008 Modifications	Q1 2009
KSBHA	License Renewal Cycle Mods	Q1 2009
KDOR	WebFile 2008 Tax Year Modifications	Q1 2009
KSBHA	LR HTML Report Add Insurance Audit	Q1 2009
KSBHA	LR HTML Report Mods	Q1 2009
KBI	Registered Offender Update FAQ Text	Q1 2009
KSBN	Nurse LicRen Audit Requirements Change	Q1 2009
KDHE	HOC CRC Add Subscriber Option	Q1 2009
KDHE	HOC CRC Modify DOB Validation	Q1 2009
KSBHA	LR HTML Rep Add Exempt Radiologic Tech Question	Q1 2009
KREAB	Appraiser License Renewal 2009 Modifications	Q1 2009
KDHE	HOC CRC Domain Change	Q1 2009
KDOL	UIPB Add CCD Format	Q1 2009
KDOL	UIPB Modify Failed Payment Processing	Q1 2009
KDHE	HOC License Renewal Import Notification	Q2 2009
KREC	Verification: CEU: Error Message change	Q2 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBOP	Verification: Change Contact page	Q2 2009
KDOR	PVD: Phase 1 Change Content	Q2 2009
KSBN	Annual Report 2009 Modifications	Q2 2009
DOA	KanView: Add Salaries	Q2 2009

SOS	BESS: 2009 Enhancements	Q2 2009
OJA	DCRS Instant Access	Q2 2009
BOA	Change Text on Disclosure statement	Q2 2009
KDOR	PVD: Data redesign Phase 2	Q2 2009
KBOP	LR: 2009 Enhancement - Functional Changes	Q2 2009
BOA	CPA: Allow decimals in CPE field	Q2 2009
KBOP	LR: 2009 Enhancements - Content changes	Q2 2009
BSRB	License Renewal: Add ACH	Q2 2009
KSBN	KANN Add Voucher Payment Option	Q3 2009
SOS	Name Reservation: NA process update	Q3 2009
SOS	Name Availability: Process update	Q3 2009
SOS	Name Change: NA process update	Q3 2009
SOS	AOI: NA process update	Q3 2009
SOS	Name Change: 2009 Enhancement	Q3 2009
SOS	CGS/LGS: Redesign/Combine	Q3 2009
LEG	Bills: Keyword Search	Q3 2009
SOS	AR: 2009 Enhancement	Q3 2009

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from February 1 - 23:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-09	55	157	385
Feb-09	23	416	159

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on February 2 and 16 on the documented rotation schedule.

Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from February 1 – 23:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	68,348	62.37
Tiles	40,993	123.22
Services	30,137	64.99
Subscribers	20,118	55.31
Business	17,522	62.24
Tourism	10,802	68.12

Community	6,806	62.99
Help Center	6,129	65.30
Education	4,707	64.39
Photo Gallery	3,244	118.52

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from February 1 - 23:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	Web File	347
	State Jobs	228
	District Court Record Search	148
	Visit Kansas	145
	Historic Sites	122
Secondary	Agency Association	756
	Cities & Towns	658
	Business Entity Search	563
	Legislative Resources	512
	Employee Service Center	396

Marketing

~Developed new Everest Cable TV Ads to promote Kansas.gov online services and brand awareness. These ads will be promoted on Everest Cable TV for the following services: Web Tags, Nursing License Online Renewals, Healing Arts Online Professional License Renewals, Registered Offender Search, Annual Report Filing, District Court Record Search, Kansas Business Center, and KANN.

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- iPhone mobile – Access Kansas.gov directly from your iPhone at <http://www.kansas.gov/m/>. This mobile version of Kansas.gov is live in production and will be made available in other platforms besides iPhone in the near future.

~Continued discussions with Duncan Friend of Dept of Administration to finalize proposed approach for Kansas IT/eGovernment Awards in 2009. Duncan and Shane attended the February 4 CITO meeting and the February 17 ITAB meeting where Duncan reviewed the proposed approach.

~Created the following new tile for the MyKansas page of Kansas.gov:



~Designed a new ad for the 2009 Kansas Society of Association Executives (KSAE) directory targeted to business users. This ¼ page ad placement is provided to Kansas.gov for FREE.

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